



The Beginner's Guide to
Job Assessment Tests
by JobTestPrep



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Introduction

Welcome to JobTestPrep's beginners guide to psychometric testing. We have created this guide to help you understand the ins and outs of psychometric assessments as well as teach you the terms to put you in control of your preparation for test day.

Whether you are a recent graduate, a job seeker looking for a career change or facing a promotion process, or are applying to an academic program, you will find this guide useful.

This guide is a door to further information on psychometric testing. It not only outlines basic concepts, but it also provides resources for further reading and practice. Let's begin our exploration by answering a few questions.

What is psychometric testing?

Psychometric testing is defined as all the activities and assessments conducted to evaluate candidate performance. These include, but are not limited to, skills and knowledge, abilities, personality traits, attitudes, and job/academic potential.

This is a broad arena and one that needs explaining. There are many test styles and formats, and we will cover the most common and most important areas within psychometric testing in this guide:

1. **Aptitude tests** - Aptitude tests are aimed at assessing various cognitive abilities, from numeracy and literacy skills to spatial awareness and more. These will be explained later in this guide.
2. **Behavioral tests** - These tests are intended to highlight specific personality traits that could indicate suitability for specific roles. These can come in the form of personality questionnaires, leadership tests, motivation assessments, and situational judgement tests. We will explain more about these traits further on in this guide.
3. **Exams by profession** - Certain job areas, such as police officers and nurses, require a specific skill set, and therefore a battery of tests assessing these skills is often used by a vast number of employers. We review some of the most common of these test batteries later.

Beyond the challenge of correctly understanding and answering the test questions, the other hurdle is overcoming the time constraints. Aptitude tests have time frames that give the tests a high pressure feel and force candidates to be assessed on how well they cope with time pressure. Behavioral tests, on the other hand, are not usually timed.



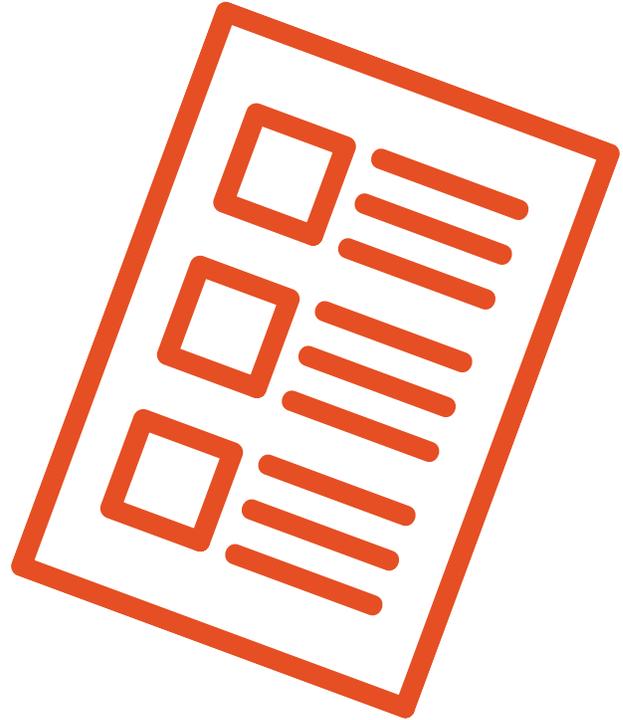


Introduction

Why do companies use psychometric testing?

There are two major reasons companies use psychometric testing: the first is to improve and reduce HR and recruitment costs, and the second is to improve the quality of candidates in the long run and avoid employee turnover.

Recent information and technological revolutions have turned the recruitment field into an almost exact science. Companies use sophisticated and rigorous psychometric testing procedures to optimize their recruiting and hiring processes. According to assessment consultants, using these tests can help companies find the skills they are looking for in the people who demonstrate the right fit for the job. These tests also help companies save substantial amounts of money, thus increasing profitability in the long run.



What does this mean for me?

Firstly, the testing process can actually tell you a lot about the company/program to which you are applying. If an employer stresses numerical skills or presentation skills in the testing process, that tells you that these skills are fundamental for the job. At this point, you need to ask yourself whether or not you have or wish to use these skills.

Secondly, companies are looking for specific competencies and skills in their applicants, and having a good understanding of the tests will give you insight into those sought after attributes.

In addition, aptitude testing also allows people who are normally nervous during interviews a chance to impress without the on the spot pressure.

In short, use the tests to your advantage to show companies your strengths.

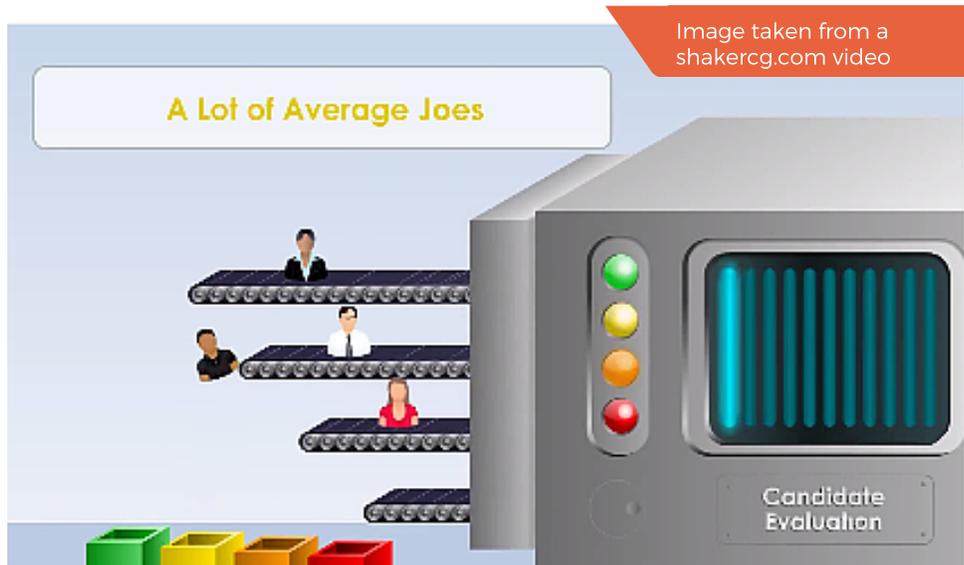
Now that we understand the very basics of psychometric tests, the next step is knowing how and why to prepare.



Chapter 1

WHY PREPARE?

In order to allow your best traits to shine through the testing process, preparing and practicing for these tests beforehand is the ideal choice. Knowing the material on the test and understanding the question styles can improve your scores. By training yourself to master the time constraints and to overcome the pressure, you raise your confidence, which is, in turn, reflected in your performance. Therefore, going that extra mile to prepare for your test will pay off dramatically.



1: PREPARATION IS A COMMITMENT THAT LEADS TO AWARENESS

Preparing for your psychometric tests is often the first stage in the process you must go through if you really want to get THAT job. It may sound counterintuitive, but the greater your commitment to preparing properly, the more you become aware of the obstacles you are facing. With the right dedication to your preparation, you can overcome all of these stumbling blocks.



2: PRE-EXPOSURE MEANS LESS STRESS

Doing something for the first time is always difficult. So is doing something you haven't done in a while. When you don't feel confident, you may be anxious and second guess yourself, limiting how well you can do on the test.

By practicing the skills and tests you will be taking, you become more familiar with new and forgotten skills, reduce your stress levels, and ensure that you are calm, confident, and at your best on test day.



3: PRACTICING TESTS LEADS TO BETTER PERFORMANCE

Practicing under time pressure, rehearsing calculations, and learning solving strategies all help you perform better on the real test. Research has shown that:

**“By becoming more at ease with the tests you are taking, and more familiar with the process of being tested, you are able to work through quantitative and analytical problems more quickly, which ultimately will lead to a higher score.”
(Hausknecht and co)**



4: PREPARING FOR TESTS MAKES YOU A BETTER CANDIDATE AND EMPLOYEE

Every company has their own idea of the perfect employee. However, most of this is based on the same set of expected behaviors and performance ideals.

Situational judgement tests, personality questionnaires, and other psychometric tools are now more popular than ever. Tests like these evaluate you on your work etiquette, management, team working, and professional skills – to name just a few. The right preparation for these tests will help you acquire an understanding of what employers expect of you, as well as how to codify just how good an employee you are.

You can redefine the standards that you expect from yourself, benefitting you in more areas of life, not just in finding a job.



5: EMPLOYERS AND ASSESSMENT COMPANIES ACKNOWLEDGE THAT PREPARATION IS IMPORTANT

Most employers today expect you to come to your tests prepared and armed to perform at your best. Gone are the days when you were told you could not practice for the test or you were given just two sample questions before plunging into the real thing. Now, even the leading testing companies provide full-length tests with answers. What they don't give you, though, is answer explanations or understanding of the concepts behind the questions. Employers expect you to understand that “practice makes perfect.” Whole pages on their recruitment sites give you tips on how to prepare, how much sleep to get ahead of time, and advise you to search the internet or read newspapers to learn more about the company.

This is where we take over and really come in handy!

Please check out www.jobtestprep.com to find out more.



6: BEAT THE COMPETITION

Remember that the score you receive on your test performance is compared to other candidates applying, thus creating competition. Preparation can give you an advantage over the competition, getting you one step closer to the job offer.



Chapter 2

How to prepare

Now that it is clear why practice is important, we can explore **how** to practice. Practicing and preparing for tests consists of two main components. One is specific practice papers and guidelines that can really help your preparation. The other is to minimize anxiety and stress by improving your attitude toward the tests themselves. Preparation in general affects how you view the tests and your motivation to succeed. By taking the tests and your preparation seriously, you improve your test performance.



Before we tell you how to prepare, keep in mind the following characteristics of psychometric tests:

NOT ENOUGH TIME, TOO MUCH INFORMATION:

Tests, in most cases, are not meant to be completed, neither in terms of time constraints nor in terms of material covered.

CHEATING DOES NO GOOD:

Not only do companies use sophisticated procedures to verify your scores – even more so if your actual skills don't match the job requirements – sooner or later the truth will be exposed, and you will likely lose your job.

QUALITY, NOT QUANTITY:

Getting a solid mark on a few questions is better than getting a low mark and completing the assessment.



Chapter 2

How to prepare

-  **1. Know which tests you will face**
- Although some employers have become more supportive in terms of providing information on the selection and testing process, most still don't give out enough details. You have to do all that you can to acquire information on the **exact types of tests and exercises that you will face**. Eliminating this uncertainty will put you in a proactive mode rather than a reactive/passive one.

Efficient ways to get this information include:

- A. Contacting the employer's HR team or your recruitment agency and asking for more information.
- B. Using web resources such as **Wikijob, Glassdoor, and The Student Room**. They are excellent places to connect with the community of past and fellow candidates.
- C. We have an entire section dedicated to employers' tests and assessments, so use the search bar at the top of our website. Hopefully, we already have a page that can help you.
- D. And, of course, our support teams are always here to help you learn more about these tests. You should feel free to contact us via email at **info@jobtestprep.com**.

-  **2. Find the identity of the test provider**

There are so many testing companies out there today, and each presents its own groundbreaking way of making your life as a candidate more challenging. It could be the length of the test, the difficulty level of the questions, the question style (graph/table, word problems, number series), the basic requirements (such as using a calculator), and even the visual appearance of the test. If you don't practice questions that are similar in style to those provided by a specific test provider, you risk wasting hours and money on the wrong materials and, most importantly, a lower performance on test day.

We focus our efforts on providing you with a customized practice experience, simulating the same features of employers ([see a full list here](#)) and positions (grad/mgmt, general staff, senior mgmt, technical, specific professions, and more!).

-  **3. Plan your prep journey, as short as it may be**

A. If you have the time, create a study schedule. Start with rehearsing the basics. Remove the rust and then try the real thing. This can be done by watching some video tutorials or by taking short practice sessions that focus on specific topics.

B. If your test is in the next 24 to 48 hours, focus on specific areas of weakness and try to simulate as many full-length mock tests as possible.



Chapter 2

How to prepare



4. Learn from the explanations

You have to pay attention to the explanations that accompany each question. Usually, the explanations include some mind-opening tricks and tips that could save precious time on the real test.



5. Consult with people

Sharing your difficulties with the online community is always a relief. You suddenly find that you're not the only one to have that problem and can get helpful advice from others in the know.



6. Believe in yourself and do your best

This may sound like a cliché, but hope is always helpful. Fate favors the one who tries. Just keep fighting back and you'll be surprised at the results.



7. The trivial but true

While it may seem obvious, do not forget the importance of the following advice:

A. Getting a good night's sleep: a fully rested brain is alert and ready, while a tired brain is slower and less aware.

B. Find your best study hours: If you're a morning person, get your work done first thing. If you are a night owl, save your prep for the end of the day.

C. Prepare in your best environment: whether it means being isolated from all noise and distraction or blasting music, prepare in the place you can concentrate best.



Chapter 3

Aptitude Tests

We've discussed why and how to prepare, but now it's time to get down to business and understand what exactly aptitude tests are. In this chapter, we will take a look at the most common aptitude tests, including numeracy and literacy tests as well as verbal and logical reasoning assessments. Having a clear understanding of the different natures and styles of each type of test can greatly enhance your preparation as well as your ability to succeed on them. Based on the different styles, we show you various straightforward ways in which to solve them.

Numerical Tests

Whether you are applying for a job as a bank teller, a clerical position, or even a police officer, one of the major skills employers look for when hiring is the **ability to work comfortably with numbers**. This is why math is a basic component of many job assessment tests.

The format of math aptitude tests varies from job to job. You may be asked to complete the test at home after submitting a job application, at the job site, or during an interview. Often the tests are timed; this means you must **work quickly** and accurately. Other times the test is untimed, allowing you to answer carefully. Do your research beforehand to know exactly how to prepare.

Depending on the type of job you are applying for, you may be asked questions relating to specific areas. Math aptitude tests cover a number of areas:

Number facility requires basic arithmetic functions performed quickly and accurately. These questions come in the form of quick drills.

Mathematical reasoning tests are common. Reasoning questions are asked through word problems in which you need to implement the correct method.

Word problems consist of **understanding and Interpreting Tabular Material**. One is presented with mathematical data (in a table or graph) and must analyze the information to find the best answer.

Office Record Keeping questions are similar and require reading and interpreting information in tables and graphs for record keeping purposes.

Conversions examine the ability to convert between different units

Basic **Algebra** skills sections include problem solving for missing values.

The **areas and perimeters** section includes methods and formulas to calculate the area and perimeters of given shapes.

For more info, go to our numerical tests page.





Chapter 3

Aptitude Tests - Verbal Tests

Language tests

Language tests are one of the most common tests used by employers and educational institutions, such as training and certification programs, as it is considered to be an essential basic skill for various professions.

Language tests are particularly important in service positions, roles in government, admission to universities, and entry level positions in big companies. Language tests assess one's ability to routinely read and understand sometimes complicated narrative texts.

The test includes:

- **Spelling** – one is required to correct spelling. Some questions may be tricky as they contain similar sounding words or words that are similarly spelt.
- **Grammar** – questions may include sentence completion or recognizing the grammatically correct sentence.
- **Vocabulary** – questions may also include sentence completion, replacing one word with another. Questions also may include synonyms and antonyms.
- **Reading Comprehension** – questions include a short text and multiple choice questions. This section examines one's ability to understand short paragraphs, to draw conclusions, and to compare between texts.

JobTestPrep's reading comprehension practice tests will help you in developing strategies and skills for this type of test. We offer a complete pack containing reading comprehension practice material to strengthen reading speed, accuracy, comprehension, and approach.

Verbal Reasoning

Verbal reasoning tests are language-based tests tailored to see how well an applicant can read and analyze a text or apply logical thinking to text-based riddles.

Text analysis questions require basic reading comprehension, the ability to draw conclusions based on the information provided in the text, and the ability to quickly learn a new thinking process. The questions are typically formed as multiple choice questions with true/false/cannot say being one of the most popular types.

Linguistically-based questions include **word analogies** and odd-one-out questions where quick analysis of words and their meaning is vital. The questions in this part are shorter and require background knowledge of the vocabulary at hand.

ABC

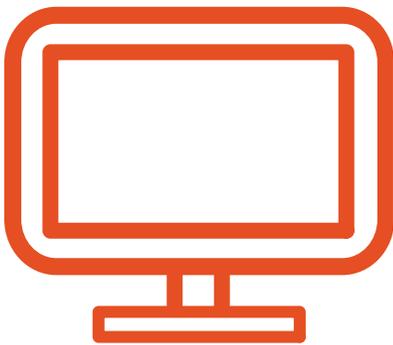


Chapter 3

Aptitude Tests - Verbal Tests

Deductive Reasoning Tests

These tests are designed to assess your logical thinking. Deduction questions may examine your ability to apply a set of rules ("theory") onto a specific example. Deductive reasoning tests can fall into three categories: verbal, numerical, and nonverbal. While these categories utilise the same skills, non-verbal reasoning uses shapes and patterns to display information, whereas verbal uses words and numerical uses numbers.



Figural Reasoning Tests

Figural reasoning tests are often referred to as non-verbal reasoning tests and include abstract, inductive, and diagrammatic reasoning. These tests are used to measure one's ability to understand and analyze visual information. Since the information doesn't rely on previous knowledge, such as cultural or educational information, it is considered an objective indication of intellectual potential.

The questions present shapes and other figures that create patterns you need to identify. These patterns are logical, meaning that you need to use your abstract thinking skills to find the similarities and differences between the figures before you. While there are different versions and formats of the tests themselves, all figural reasoning tests assess the same underlying abilities.

For more information, check out our [figural reasoning tests page](#).

Abstract Reasoning Tests

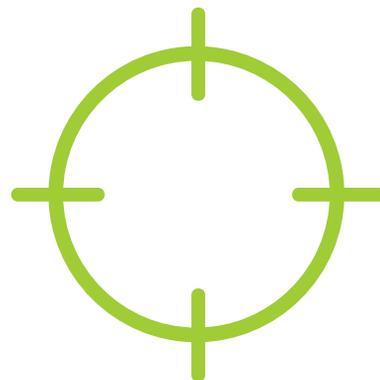
Abstract reasoning is a broad category that includes tests which ask you to draw logical conclusions based on information expressed through shapes, patterns, and words. The major abstract reasoning tests used and discussed below are inductive, deductive, and diagrammatic reasoning.

Inductive Reasoning

Inductive reasoning involves using specific information to make general conclusions. Tests in this area often include a series of shapes or matrices for which you need to decide which answer comes next in the series or which one is missing to complete the series.

Diagrammatic Reasoning

Diagrammatic reasoning involves drawing logical conclusions based on visual representations. This type of test uses letters, numbers, and shapes to express information. You need to decipher the rules of the diagram in order to answer the questions.





Chapter 3

Aptitude Tests - Technical Tests

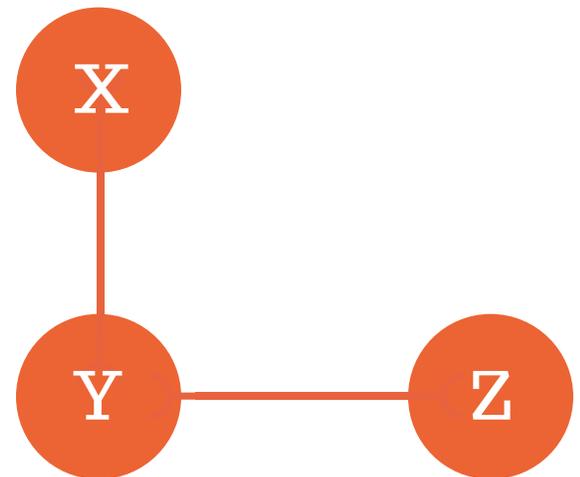
These are centred on assessing a candidate's ability for a wide array of technical jobs (e.g. technicians, plant operators, engineers, etc.). Included in this category are spatial and mechanical reasoning, error checking, and concentration tests. These tests do not, in most cases, require prior knowledge of technical concepts, but rather indicate your aptitude for technical skills.

Spatial Reasoning

Spatial reasoning, visualization, ability and intelligence are all different names for the same test. This test measures your ability to reason through and remember spatial relations among objects and space in two and three dimensions. Spatial reasoning tests are used in many job areas, such as firefighters, police, 911 dispatchers and mechanics. There are five major types of questions:

- **Map/floor reading** - this requires you to navigate a floorplan, map, or picture and find specific points and routes.
- **Understanding patterns** - this asks you to turn two dimensional figures into 3D and vice versa. These questions usually involve cubes.
- **Matching parts** - these questions involve mentally manipulating shapes to see how they best fit together.
- **Rotated blocks** - here you need to identify which rotated shape among the provided answer options matches the shape in question.
- **Flexibility of Closure** - this involves finding patterns within a large and cluttered mess of information.

For more information, check out our spatial reasoning page.

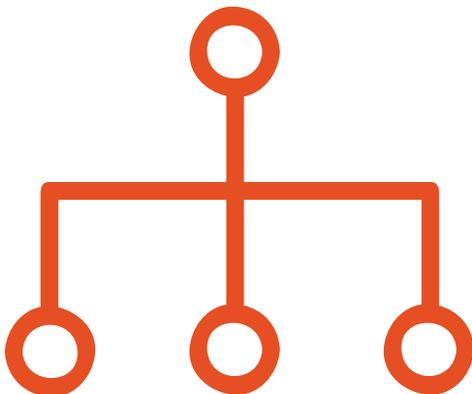


Mechanical Tests

Mechanical aptitude tests are variant and most commonly conducted with **mechanics, engineers, repair persons, maintenance personnel, skilled tradespersons, and transportation operators**. These tests measure candidates' knowledge of machinery and different physical concepts. They are widely common in the **energy and manufacturing industries as well as in the U.S. military**.

Mechanical tests assess a candidate's inclination, understanding, and intuition. Therefore, score results often depend on the depth of a candidate's knowledge in complicated mechanics and electricity.

For more information, check out our mechanical aptitude tests page .





Chapter 3

Aptitude Tests - Basic Skills Tests



Basic skills tests are most commonly used in screening job candidates for entry-level positions in many industries: sales, customer service, administration, and clerical roles. As the basic skills tests are general, they measure candidates' basic math and verbal skills. The two main types of basic skills tests are the CBST (Criteria Basic Skills Test) and the WBST (Wonderlic Basic Skills Test).

The main topics covered on the test are basic grammar, spelling, math, and language skills. Additionally, this test combines verbal and quantitative skills. The verbal section requires understanding written materials, identifying correctly punctuated sentences and spelled words, and paying close attention to details. The questions in this section examine the test taker's vocabulary and require sentence completion, sentence construction, information retrieval, understanding of "how-to" instruction, and recognizing grammar mistakes.

The quantitative section requires knowledge in basic arithmetic, performing basic math operations, numerical problem solving, computer rates, proportions and percentages in applied contexts, solving variable expressions and equations, and solving basic geometry questions in applied contexts.

JobTestPrep invites you to prepare for your basic skills test with us. Use our exclusive CBST and WBST practice packs.

[Learn more about CBST tests and practice online!](#)

[Learn more about WBST tests and practice online!](#)



Chapter 3

Aptitude Tests - Skill-Based Tests

Unlike the aptitude tests mentioned above, skill-based tests **do** require prior knowledge of concepts associated with a particular field. For example, many companies are looking to hire candidates with specific knowledge in various computer programs.



Microsoft Office Assessments

The modern workplace requires employees to have a good working knowledge of many commonly used computer programs such as Microsoft Office. Companies like Kenexa have developed assessments designed to test your knowledge in key programs, such as Excel, PowerPoint, Outlook, and Access. Depending on the job you are applying for, these tests may play a crucial role in determining if you are the right person for the job. For more on Excel assessments, visit www.jobtestprep.co.uk/excel-assessment-test,

Computer Programming Tests

Many jobs require employees to be familiar with various computer programming languages, such as C++, Go, PHP, JavaScript, HTML/CSS, Python, and SQL. The type of questions you will be asked can vary as some tests will ask you to identify the language used in a line of code. Other questions may ask you to spot an error in a line of code provided. A third type of question may ask you to identify the outcome of various pieces of code. These are very technical tests that require a solid understanding of computer programming that is often crucial for the job in question. Here are the main computer programming tests:

Clerical Skill Tests

Another skill set that may be tested is clerical/admin skills. These could take the form of document checking abilities, typing speed, and accuracy.

[Learn more about this test by viewing the clerical skill test page online](#)



Chapter 3

Aptitude Tests - Other

Raven Matrices Aptitude Tests

The Raven Progressive Matrices (RPM) assessment test measures spatial reasoning, analogical ability, and problem solving skills; it is used worldwide.

Among other things, the Raven's matrices test measure basic cognitive functioning by using geometric patterns. All the questions on the test are composed of a series of geometric shapes with a piece missing in the final frame and have no words at all.

[Learn more about Raven matrices aptitude tests online!](#)

Error Checking

Error checking tests are commonly found in recruitment processes as they are an indication of your attention to detail and error-spotting skills. The tests normally involve a list of numeric and alphanumeric data and you need to spot the inconsistencies in the data itself.

Concentration

Concentration tests are used at a range of job levels where high level of concentration is necessary to perform specific tasks. These are simple to look at, but the speed and accuracy required make these difficult to focus on, not to mention that you are shown the same or similar information over and over again.

In Basket Management Test

In-basket exercises are frequently used to assess employees seeking promotions to middle management. If you are seeking to move up to a management position, you may want to consider practicing in-basket exercises. [Learn more about in-basket exercises and practice online!](#)





Chapter 4

Behavioural Tests

Situational Judgment Tests

Another behavioral test widely used by employers is the situational judgment test. These tests combine an array of questions and scenarios that aim to test your reactions in different workplace situations. Various options are given for each case, and the applicant must pick the most appropriate and least appropriate answer for each question.



The situations on the test vary from situations based solely on the candidate to those between colleagues or employees and superiors. In one type of situation, an interpersonal dynamic is presented. Here, the employer wishes to see how the applicant will handle this situation. By doing so, one can gauge and identify the underlying reasoning or behavior of the applicant in interpersonal situations. This could be in the positive sense, such as the best course of action, and/or to identify the worst response. In another situation, you might also be asked to rate the effectiveness of a solution from very ineffective to very effective (i.e. likert scale 1-5 or 1-6).

The focus of this sort of test is to hone in on a candidate's ability to use his/her personal judgement and reasoning skills as well as life experiences and general knowledge.

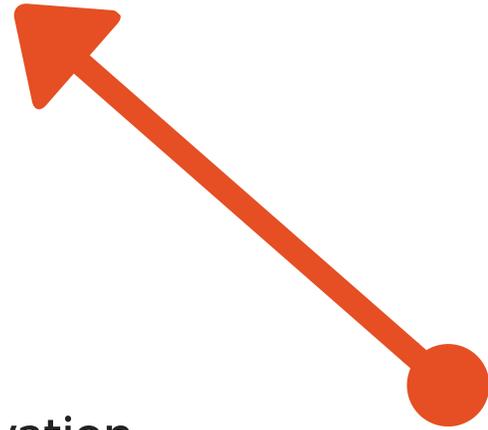
The nature of these tests is usually tailored specifically to the particular position, as opposed to more generic questions, and thus the only way to study for them is to practice scenarios.

[Please click here for more information on SJTs, and find free practice tests by visiting our page.](#)



Chapter 4

Behavioral Tests



Leadership

Many roles require candidates to have a sense of leadership and to have the right skills to lead at their fingertips. One way to assess this trait is through leadership questionnaires such as [this one](#) developed at the Kellogg School of Management. Another way is through group exercises and role play situations. It is a popular style of assessment, as it shows other facets of a person, not just certain aptitude skills. Some exam developers establish a whole battery of tests:

- Leadership Effectiveness Assessment
- Leadership Personality Test
- Leadership Aptitude Test
- Leadership Style Assessment Exam
- Leadership Attitude Test

Other leadership assessments include all testing sections within a single exam.

[Find more information on leadership criteria, see here.](#)



Motivation

You might be thinking, why test for motivation? How will that help inform the hiring process? Well, as each person approaches the job with different knowledge and skills, each person's motivation for the job can be different, and it is important for employers to hire individuals with motivations that match the position. Some positions require employees to be driven by money in order to reach goals, while others require their workers to be driven by the need for artistic expression and be willing to forgo a six figure salary to feel more accomplished in a creative endeavour.

Motivation questions and questionnaires seek to establish what motivates a person, and these can come up at various points in the recruitment process. Some job applications will ask candidates to write out their motivations in short essays. At a later stage, a candidate may be asked to complete a questionnaire. These assessments feature a number of questions in which you are asked to rate how much a statement motivates you. For example:

Rate the following statement in relation to how it affects your motivation: Being expected to take responsibility for tasks...

- A - Greatly reduces my motivation to work.
- B - Tends to reduce my motivation to work.
- C - Has no effect on my motivation to work.
- D - Tends to increase my motivation to work.
- E - Greatly increases my motivation to work.



Chapter 5

Tests by Profession



Bank Assessment

Bank assessment tests are a common way for some of the biggest and most influential commercial banks, investments banks, and other financial organizations to examine candidates. Among the firms that conduct these tests are Wells Fargo, Citibank, Bank of America, and Chase.

The main aim of bank assessment tests is to examine candidate's situational judgment, reading comprehension, clerical aptitude, personality, and math. Normally, it takes 45-55 minutes to complete the test, and when a candidate passes it he's usually invited back for an interview.

[Find out more about bank assessment tests on our dedicated page.](#)



Dispatcher

A dispatcher is required to work under pressure and to display multi-tasking abilities. Therefore, dispatcher assessment tests examine a candidate's memory, spatial orientation, personality, data entry skills, inductive/deductive reasoning, reading comprehension, attention to detail, and accuracy. Most big dispatcher centers utilize the Critical Dispatcher Test, the National Dispatcher Selection Tool (NDST), or the National Public Safety Dispatcher Selection Inventory (NPSDSI)

The dispatcher test includes different types of questions – multiple choice, listening and data entry, and multitasking. Some tests are provided by well-known companies. The dispatcher test is considered a civil service test. [To see more examples of this type of test and to learn more, see our dispatcher page.](#)



Administrative

Tests for people who would like to possess an administrative position include customer service, record keeping, written material presentation, spelling and grammar, interpreting materials, logical reasoning and evaluation, and math. This civil service test can be used for assistant analysts, directors, managers, program specialists, and court administrators.

[Learn more about this test by visiting the administrative assessment test page online.](#)



Chapter 5

Tests by Profession



Supervisor

Supervisors are required to perform leadership characteristics, to work under pressure, to multi-task, and to demonstrate a high level of interpersonal abilities. Therefore, many companies have strict tests for their supervisory candidates. Supervisory tests examine written communication skills as well as skills that are broken into four sub-sections -

- Interpersonal abilities - communication skills, values, and authority.
- Decision making - problem solving, conflict management, and judgment.
- Leadership - team building, direction, and guidance and performance evaluation.
- Flexibility - self-confidence and drive, stress and management.

Depending on which civil service department is administering the test, the length of the test will vary. However, this multiple choice civil service test typically contains 80-90 questions and takes about 3-3.5 hours to complete. [Get more info on the supervisor test on our dedicated page.](#)



Clerical

The clerical assessment tests are based on the notion that clerical workers should have high verbal, numerical, and social abilities, as well as high level of written communication. This is the reason many tests emphasize those points exactly.

Depending on which civil service department is administering the test, the length of the test will vary. However, this multiple choice civil service test typically contains 70-100 questions and has a 2-3-hour time limit. The US Postal Service uses this exam, as do other government agencies. Additionally, this test is similar to tests given to secretaries, legal assistants, data entry operators, keyboard specialists, and stenographers. [Find out more about clerical assessment tests on our dedicated page.](#)



Chapter 5

Tests by Profession



Call Center

A call center assessment test is a common test used by some of the biggest companies that utilize large call centers, including Verizon Call Center, Queendom, Call Centre Helper, and rediff.com. The main goal of the assessment test is to self-assess candidates and to examine job-fit based on a candidate's personality. Some of the traits that call representative have or try to harness are empathy, flexibility, tolerance, teamwork, and sales ability.

The test provides multiple situational judgement scenarios that the candidate will likely encounter during his work. It also includes a cognitive aptitude section. [To see more examples of this type of test and to learn more, see our call center page.](#)



Sales

Tests for sales include a sales assessment, self-assessment, sales scenarios, and cognitive aptitude. The four main sections of the test are aimed at examining a candidate's behavior, attitudes, values, and sales representative skills. Most sales tests are formed as multiple choice tests and are similar to that of a sales personality test. However, the test usually also contains questions relating to job skills and sales. Some traits that sales representatives have or try to harness are initiative, teamwork, knowledge of their products and the market, and the ability to listen and speak effectively. [Learn more about this test on the sales assessment test page online.](#)



Customer Service

The customer service tests are mostly divided into two main parts — situational judgement (also known as scenarios) and personality profiling. The National Retail Federation promotes the use of customer service assessments, and, as they are highly respected by many retail entities, many banks, restaurants, post offices, and professional offices follow their lead. [Learn more about this test by the customer service assessment test page online](#)



Chapter 5

Tests by Profession



Correction Officer

The correction officer test, which is considered a civil service test, includes questions that examine a candidate's memory, attention to detail, reading comprehension, situational judgement, and math skills. In addition, candidates are required to prepare and apply written material and to prove deductive and inductive reasoning abilities.

The test consists of 80-100 multiple choice questions and can take 2.5-3 hours to complete. The main test providers are CPS HR Consulting, the NCOSI by IO Solutions, the IMPACT & REACT tests by Ergometrics, the entry-level corrections exam by Morris & McDaniel, and the NCST by Standard & Associates. [Get more info on the corrections officer assessment tests dedicated page.](#)



Firefighter

A firefighting test is considered a civil service test. It examines mathematical reasoning, mechanical aptitude, reading comprehension, spatial orientation, situational judgement, observation, and memory, as well as a personality test.

The test generally has 6-9 sections and between 100-150 multiple choice questions and/or true/false questions. The test has a time limit of 2-2.5 hours. The big tests provided by assessment companies are the firefighter entry-level test by CPS, the firefighter written test by CWH, the Entry Level Firefighter Exam by Darany, FSAB by EB Jacobs, FireTEAM by Ergometrics, FST & NFSI by IO Solutions, Firefighter Entry Level Tests by IPMA-HR, S.H.I.E.L.D. by Morris McDaniel, FST by PSI, NFST by Stanard & Associates, and the Wonderlic Firefighter Test. [Find more information on firefighter tests here.](#)



Law Enforcement

The civil service test that assesses candidates who would like to acquire law enforcement positions includes a verbal comprehension part, as well as verbal expression, spatial orientation, problem sensitivity, mathematical reasoning, number facility, deductive reasoning, inductive reasoning, visualization, information ordering, flexibility of closure, and selective attention parts.

The test usually consists of multiple choice questions, with at least 100 questions in each section. It can be taken in a computer or a paper & pencil format. [To see more examples of this type of test and to learn more, see our law enforcement page.](#)



Chapter 5

Tests by Profession



Police Officer

A police officer assessment test is a civil service test. The main sections of the test are reading comprehension, spelling & grammar, vocabulary, memory, spatial orientation, problem sensitivity, deductive and inductive reasoning, information ordering, incident report writing, and math. The test also usually includes an essay portion.

The test questions can be multiple choice, fill-in, true/false, and/or short answer. The test contains between 100-200 questions and can be taken in computer or paper & pencil format. The test takes 1-3 hours to complete. The big tests that are provided by assessment companies are:

- B-PAD, the entry-level law enforcement written exam by CWH
- DELPOE by Darany
- LEAB by EB Jacobs
- FPSI by Fire & Police Selection Inc
- LST, NCJOSI, LEE & CJBAT by IO Solutions
- PO-EL Services by IPMA-HR; the entry level police officer exam by McCann
- S.H.I.E.L.D Police exam by Morris McDaniel
- NPOST by Stanard & Associates
- Wonderlic Personnel Test.
- FBAT (for Florida) and MCOLES (for Michigan)

[Find out more about police officer assessment tests on our dedicated page.](#)



Accounting

Accounting examinations include knowledge of basic and complex accountings terminology. These tests require candidates to solve questions on accounting, arithmetic reasoning, bookkeeping practices, coding and filing, chart comprehension, record keeping, preparing materials (reading comprehension, grammar, and sentence skills), and math.

This multiple choice civil service test can be used for audit clerks, payroll managers, accountants, bookkeepers, and account technicians. However, depending on which civil service department is administering the test, the test length will vary. [Get more info about accounting tests here.](#)



Chapter 5

Tests by Profession



Military

The U.S Military assesses candidates' knowledge of general science, arithmetic reasoning, words, paragraph comprehension, mathematics, electronics information, auto information, shop information, mechanical comprehension, and assembling objects.

There are two formats for the test: a computer-based test that consists of 145 questions and has a 154-minute time limit, and a paper & pencil test that consists of 225 questions and has a 149-minute time limit. The main test is called the ASVAB. Each branch of the military – Army, Air-Force, Marines, Navy and Coast-Guard – uses the ASVAB, but each position within those different branches utilizes different test sections. There is also the AFQT, which uses four sections of the ASVAB: arithmetic reasoning, mathematics knowledge, paragraph comprehension, and word knowledge. The AFQT is used for all of the military branches listed above.

The Army and Marines also uses the EDPT. There are several sections on the EDPT test: analogies, algebra/math word problems, sequencing and patterns, and geometric analogies. It consists of 120 multiple choice questions and has a time limit of 90 minutes. The test can only be taken in pencil and paper format.

The ASTB test is used by the U.S. Army, Navy, Coast Guard and Marines. The test sections include math skills, reading comprehension, mechanical comprehension, aviation & nautical information, naval aviation trait facet inventory, performance based measures battery, and biographical inventory with response validation. It is comprised of multiple choice questions. You only need to take the first three sections – math, reading comprehension, and mechanical comprehension – if you are becoming an officer.

[Learn more about the military assessment tests here.](#)

Where to Next

Now that you have made it through the beginner's guide, it's time to start practicing!

Given the breadth of information on this topic, we are aware that this guide alone cannot cover all your questions and needs. We therefore strongly recommend to continue using our website to become better prepared for your test.

Our site is full of useful materials, helpful articles, and great tricks to help you in your preparation process. Looking for something you don't see? Email us at info@jobtestprep.com and we would be happy to help you find what you're looking for or answer any questions you may have. Good Luck!

